

TROUBLESHOOTING GUIDE FOR MAINTENANCE

HOT WATER SYSTEMS

- Is the power switched on?
- Has the power box tripped the safety switch or blown a fuse?
- Have you topped up the water level with the filler valve?

LIGHTS

- Has the power box tripped the safety switch or blown a fuse?

POWER

- Has the power box tripped the safety switch or blown a fuse?
- If the safety switch has been tripped, reset and if it trips again you will need to unplug all appliances from the power points. Reset the switch and re-plug each of the items one at a time to identify what is causing the problem.
(PLEASE NOTE: If an electrician is called out to a property and it is discovered that a faulty appliance is the cause, the tenant will be responsible for the call out fee)

AIR-CONDITIONER

- Has the power box tripped the safety switch or blown a fuse?
- Clean filter

BLOCKED DRAINS

- Have you cleared the drain of any hair and soap build up?
- Have you tried using a plunger?
- Have you tried clearing the drains with specific cleaning agents for drains?

EMERGENCY REPAIRS:

- A burst water service or a serious water service leak
- A blocked or broken toilet
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm, fire or impact damage
- A failure or breakdown of the gas, electricity or water supply to the premises
- A failure or breakdown of an essential service or hot water, cooking or heating appliance
- A fault or damage that makes the premises unsafe or unsecure
- A fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises
- A serious fault in a staircase, lift or other common area or premises that unduly inconveniences a resident in gaining access to, or using the premises